

**TRICARE Referrals or Changes**  
(800) 444-5445  
[www.humana-military.com](http://www.humana-military.com)

**Sexual Assault**  
(877) 995-5247  
[www.safehelpline.org](http://www.safehelpline.org)

**Military Crisis Hotline**  
(800) 273-8255

**Nurse Advise Line**  
(800) 874-2273 (TRICARE)  
Option 1

**Medications & Refills**  
(361) 961-2260  
(877) 520-6582

**Medical Home Port Fax  
Pediatrics:**  
(361) 961-2399

**Internal Medicine:**  
(361) 961-2399

**Primary Care:**  
(361) 961-6185

**Central Appointment Line**  
(877) 628-9633  
(361) 961-6000

**Medical Home Port Front Desk**  
(361) 961-6000  
Extension 36417



**Stay in touch with your Medical  
Home Port Provider**

Staying in touch with your provider just got easier anytime, anywhere, from any internet connection. All patients must enroll into RelayHealth. It's easy and secure. You may even save yourself an office visit for your non-urgent needs. No more talking to people other than your Medical Home Port Team about your private matters. Register for your RelayHealth account today to begin communicating securely with your Medical Home Port Team at:  
<https://app.relayhealth.com/Patients/Registration.aspx?bid>

Find out more about NHCCC at:  
<http://www.med.navy.mil/sites/nhccc>  
Also follow us on Facebook for new updates:  
[www.facebook.com/nhccc](http://www.facebook.com/nhccc)

**DO YOU WANT TO  
BE SEEN TODAY?**



Read all about the new

**Medical  
Home Port**  
*at*  
**Naval Health Clinic  
Corpus Christi**



## You're Medical Home Port Team

The Navy's Medical Home Port concept introduces a new model of patient and family-centered care. This model emphasizes team-based, comprehensive care that is designed to fully meet the complete primary care health and wellness needs of our patients. The model emphasizes the provider/patient relationship and leveraging other members of the primary care team to actively participate in patient care.

### Our responsibilities:

- Listen to you.
- Explain diseases, treatments, results and answer any questions you may have.
- Provide you with information about staying healthy.
- Be available and accessible for your healthcare needs.
- Remind you about important vaccines, tests, and other preventive health measures.
- Keep your medical information private.

### Your responsibilities:

- Book an Acute same day appointment for non-emergent illnesses or injuries by calling NHCCC appointment line: (877) NAVYMED; (877) 628-9633.
- Arrive on time for all scheduled appointments and if you cannot make it, let us know in advance.
- Follow your care plan as best as you can.
- Use all available resources to communicate such as Relay Health (secure email messaging) or telephone.
- Provide feedback so we can continue to improve your care and services.
- You must follow-up with your Medical Homeport Primary Care Manager ASAP after all Network

medical visits and treatments involving Urgent Care, Emergent Care, and Hospital Admissions.

### After Hours Medical Care:

- If you are experiencing an ACUTE illness or injury such as shortness of breath, chest pain, injuries from a motor vehicle accident, or injuries to the eyes, please contact our Naval Health Clinic front desk ASAP by dialing 361-961-2688 or contact the Nurse Advice line at 800-874-2273 Option 1. The Nurse Advice Line (NAL) will assist in home care instructions, schedule an appointment in Medical Home Port, or direct you to an Urgent Care or Emergency Room. If for some reason, the NAL does not respond, you can call the clinic at 361-961- 2688 and request to speak with the Medical Officer of the Day (MOOD).
- If you are admitted as an INPATIENT to a hospital, please notify your Medical Home Port Team by dialing 361-961-6000 Ext. 36417 within 24 to 48 hours.
- **NOTE:** It is important that your Medical Home Port Team be notified of ALL network medical visits and treatments to ensure we can maintain an accurate and concise medical file for you in our Medical Treatment Facility (MTF).

### Being prompt is Vital

Please arrive 15 minutes ahead of your scheduled appointment. This will allow our staff to check you in and obtain information for your health care provider. Being punctual will also allow the next patient on the schedule to be seen on time.

If you are unable to arrive on time for your scheduled appointment, we can offer you a later one. However, you may request to be on standby for a no-show or

cancellation, in which case the staff will inform you of the appointment wait time depending upon the provider's schedule; or you may speak with the provider's nurse for further evaluation or other available options.

### Medication Refill Policy

If you are currently being seen at this clinic, you may call-in routine refill requests to the pharmacy refill line at 361-961-2260 or 877-520-6582 or contact your provider through Relay Health. Allow 3 working days for the prescriptions to be refilled, so please don't wait until you are out of medications to contact your provider. You may be contacted if the clinic staff determines a routine follow-up appointment is necessary to evaluate your condition. You will receive enough medication to get you through to your appointment.

### Lab & Radiology Requests and Results

If you would like to get information about your lab or x-ray test results, please send secure email message via RelayHealth to your provider. We will respond to your message as soon as possible, but no later than 3 business days. If you have not enrolled in RelayHealth, please do so at this website:

<https://app.relayhealth.com/Patients/Registration.aspx?bid>

### Preventive Maintenance

The best medicine is to find problems early and take care of them before they can cause damage. Your Medical Home Port Team will be reviewing your records and contacting you through RelayHealth or by phone to discuss further options in your health care. You may also receive a reminder call about future appointments.